QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
1	1.4.0. ELIGIBILITY CRITERIA: 6. The offered SDWAN Solution must have been deployed in at least 50 locations in a govt. department /state PSU/Central PSU/Bank in the last 3 years.	19	"The Offered SDWAN solution must have been deployed in at least 50 locations in a govt.department /state PSU/Central PSU/Bank/Large Enterprises/Public Limited Companies in the last 5 years."	No changes
	1.4.0 ELIGIBILITY CRITERIA: 9.The Bidder should have a support/Local office in Assam	19	"Copy of valid rental agreement / Landline Bill/GST Doc/Undertaking letter to open the office within 30 days from the PO date."	No changes
	Clause 1 Sr. No-58: SDWAN CPE Devices for Remote Sites - Physical specification & SDWAN License The SDWAN CPE for DC & DR should have min 6 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 100 Mbps, expandable up to 500 Mbps. It should have min 16 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Proposed CPE must have at least 1 X 3G/4G/LTE interface in Active/Backup mode. The device should have at least 1 SIM slot.	9	Built-in LTE - When the SD-WAN CPE is installed inside a metal rack, the cellular signal strength is reduced to a greater extent and will affect the internet bandwidth and reliable connectivity. An external antenna would help to increase the signal strength marginally, but signal degradation will happen when the cable length is more. It is suggested that to go for an external LTE outdoor unit with an Ethernet interface, which can be installed outdoor where the optimum signal strength is available. This would improve the stability of the connection and enable to achieve higher LTE bandwidth.	No changes, built in interface essential

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Clause 1 sr.no-59: The SDWAN CPE for Remote Office should have min 4 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 10 Mbps, expandable up to 200 Mbps for future scalability with license upgrade only. It should have min 8 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Proposed CPE must have at least 1 X 3G/4G/LTE interface in Active/Backup mode. The device should have at least 1 SIM slot.	9	External outdoor unit for LTE cellular interface instead of built-in interface.	No changes, built in interface essential
	Clause 2 & 3 Supply of 600VA and 5KVA UPS system	2,3	Do the UPS breakdown will also be included in the SLA calculation?	Yes. During UPS warranty period.
2	1.4.0 ELIGIBILITY CRITERIA: 9.The Bidder should have a support/Local office in Assam (Copy of valid rental agreement / Landline Bill/GST Doc)	19	Kindly consider our clause that we will establish a support/Local office in assam with 15 days once we get the Contract	No changes
3	Bidder has to deploy and install Active Directory as a PDC and ADC in two locations to maintain High Availability.	19	Clarification Requested: 1. How many existing forest/domain are there? 2. What is the data size is needed to be migration in single forest/domain? 3. How many applications is going to use this AD services?	This will be new implementation and the applications should be able to cater to the requirements of an organizations.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	1.6.4. The Contractor shall be responsible for any configuration changes required in the existing equipment like router, switches, firewall, servers etc. to integrate the solution with the existing infrastructure.	14	Kindly share the existing infrastructure details including make and models. As AP/Connectors are required for integration if quoted model is different, for better integration, it is essential.	1 no. CISCO 1900 series router at HQ.
	General	37	Request you to kindly share the complete site locations with pin code along with contact person contact details.	Please refer to Page 37-38 of the RFP
	Remaining 10% shall be paid as per following- a. 2.5% shall be paid after 1st year support. b. 2.5% shall be paid after 2nd year support. c. Remaining 5% shall be after 3rd year support.	43	We request to kindly modify the criteria as per below: We humbly asked to release the said payment on quarterly basis.	No changes

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	The offered SDWAN solution must have been deployed in at least 50 locations in a govt. department/state PSU/Central PSU/Bank in the last 3 years.	19	We request to kindly modify the criteria as per below: The offered SDWAN solution must have been deployed in at least 50 locations in a govt. department/state PSU/Central PSU/Bank/BFSI in the last 3 years.	No change.
4	1.4.0 ELIGIBILITY CRITERIA:	19	6) The offered SDWAN solution must have been deployed in at least 10 locations in a govt. department/state PSU/Central PSU/Bank in the last 3 years by Bidder.	No change
	Minimum Technical Specification for SD-WAN Solution Security	8	52) Proposed solution / Devices is preferred to be EAL4+ /NDPP/NDcPP/FIPS-140-2 compliant	Agreed.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution - SDWAN CPE Devices for DC & DR - Physical specification & SDWAN Licensesystem/Firmware, software, and licenses (if any) are to be included from day 1 and should be from single OEM.	9	58) The SDWAN CPE for Head Office (Qty: 2 no.) should have min 6 GE Copper, 2 GE Fiber with license for Threat Protection throughput of 1 Gbps after enabling all security modules (Firewall, IPS, Application Control and Malware Protection with logging enabled). It Should support up to 200 Concurrent users, 120 GB of Storage; USB port and 1GbE RJ-45 Console port. Two CPE should be deployed in HA in Head Office. Necessary operating system/Firmware, software, and licenses (if any) are to be included from day 1 and should be from single OEM.	The security requirement is already addressed in security sections . The bandwidth requirement should fulfill the solution requirement

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution - SDWAN CPE Devices for Remote Sites - Physical specification & SDWAN License	9	59) The SDWAN CPE for Branches (Qty:7) should have min 6 GE Copper and 2 GE Fiber with license for Threat Protection throughput of 500 Mbps after enabling all security modules (Firewall, IPS, Application Control and Malware Protection with logging enabled). It should have support up to 50 concurrent users, min 120 GB of Storage; USB port and 1GbE RJ-45 Console port. Proposed CPE must support at least 1 X 3G/4G/LTE interface/USB pluggable modem in Active/Backup mode. Necessary operating system/Firmware, software, and licenses (if any) are to be included from day 1 and should be from single OEM.	This is a minimum techinical specification. Bidders may offer higher specification. SIM slot is essential requirement, however bidder may offer USB port for dongle connectivity.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution - SDWAN CPE Devices for Remote Sites - Physical specification & SDWAN License	9	59) The SDWAN CPE for Remote Office (Qty: 114) should have min 4 GE Copper with license for Threat Protection throughput of 200 Mbps after enabling all security modules (Firewall, IPS, Application Control and Malware Protection with logging enabled). It should have support up to 10 concurrent users, USB port and 1GbE RJ45 Console port. Proposed CPE must support at least 1 X 3G/4G/LTE interface/USB pluggable modem in Active/Backup mode. Necessary operating system/Firmware, software, and licenses (if any) are to be included from day 1 and should be from single OEM.	The solution should be capable to cater all media types.(Copper/Fiber/LTE)

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution - SDWAN Controller at DC & DR - Physical specificationSandboxing for 3 years.	9	60) The proposed Virtual NGFW (DC and DR, Qty: 2 no.) should be from the same OEM to deployed on cloud at DC and DR to support up to 500 ERP Access users and Virtual NGFW system should have at least Threat Protection Throughput of minimum 3 Gbps. Virtual NGFW (vNGFW) should have Security Subscription for Stateful Firewall, IPS, Application Control, Antimalware, Advanced Threat Protection, Antibot, Zero Day Protection by Cloud Sandboxing for 3 years.	SD WAN Controller specification is provided in the page no. 9, point no. 60. Virtual Firewall (Sl. no. 4 of BoM) is for ERP Cloud connectivity. Virtual NGFW (for ERP DC and DR , Qty: 2 no.) should be from the same OEM to be deployed on cloud at DC and DR to support network demand operating speed as mentioned in DC DR.
	Minimum Technical Specification for SD-WAN Solution - Functional Requirements of the SDWAN Solution	10	66) The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering, Gateway Antimalware, Application Control, Zero day Protection, DNS proxy and Zero-trust security architecture, etc. Necessary licenses are to be included from day-1	The security requirement is already addressed in security sections (pg. no. 8-9).

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution - Functional Requirements of the SDWAN Solution	10	73) The SDWAN solution should be for 3 years including all hardware, software, licenses and 24x7xNBD support from OEM.	No change
	2) 600 VA LineInteractive UPS for AEGCL Branch Offices (Across Assam): 114 No	11	8) Battery Type Internal SMF batteries 1 no. 12V-7AH	no change
	2) 600 VA LineInteractive UPS for AEGCL Branch Offices (Across Assam): 114 No.	10,11	Certifications ISO 9001, ISO 50001, IEC 62040-1, IEC 62040-4	no change
	2) 600 VA LineInteractive UPS for AEGCL Branch Offices (Across Assam): 114 No.	10,11	Degree of protection IP-21 (certificate to be produced)	no change
	Request you to add: IP 21 ensures protection from vertical water drops and condensation	11	14) Degree of protection IP-21 (certificate to be produced)	no change

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	3) 5 KVA Online UPS for AEGCL 2 Offices: 2 No.	12	Certifications ISO 50001, IEC 62040-1, IEC 62040-4	no change
5	3	5	Is there any change in the device specification for Type 2 and Type 3 appliances?	please refer SDWAN CPE Devices for Remote Sites - Physical specification & SDWAN License at pg. no. 9
	4	5	At DC and DR since appliance based SD-WAN firewall is already asked in point 1, what is the need for virtual SD-WAN firewall gateway appliance?	Virtual Firewall (Sl. no. 4 of BoM) is for ERP Cloud connectivity.
	5	5	Is the SD-WAN on-prem controller as well as the logging tool needed in HA at DC and DR or is it needed only at the DC in standalone mode?	Please refer sl. no. 74 of pg. no-10 and also refer BoM sl. no.-5 of pg. no-5.
	11	5	Please specify what bandwidth optimization details are needed	Feature required for Bandwidth utilization and then optimization detail after SD WAN deployment.
	13	6	Please specify what inline performance monitoring details are needed	Real time performance monitoring.
	21	7	Routing logic with words and relationship are feature capabilty of a specific vendor. Hence requesting you to remove this clause	This functional requirement is needed for ease of operation and managment. OEM/Bidders may offer alternate equivalent solution for this functional requirement.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	32	7	Are you referring to underlay transport like MPLS "Any to Any Architecture without dependency on tunnels for overlay is preferred as this will avoid the overhead due to tunnel creation."	As per RFP this architecture requirement is preffered not a mandatory requirement.The OEM/Bidders may offer alternate equivalent solution.
	41	8	Server loadbalancing is not a function of SD-WAN though it might be the capability of some very few vendors. Hence please remove this clause from the scope of SD-WAN	This functional requirement is needed. OEM/Bidders may offer alternate equivalent solution for this functional requirement.
	53	9	Kindly re-consider preference for PCI-DSS compliance requirement	Preferred requirement for enhancement of security of the offered SDWAN solution
	52	8	Kindly re-consider preference for FIPS-140-2 compliance requirement	Preferred requirement for enhancement of security of the offered SDWAN solution

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	51	8	Please specify the devices that you are referring to when you say DoS and DDoS protection not only for edge SD-WAN devices but also wherever devices are deployed.	This clause is applicable for SD WAN CPE.
			The solution needs to be flexible enough to support customization in case of any unique requirements with the availability of the OEM engineering/support team in India	No change.
			The SD WAN solution should support encryptions for end to end communication. The solution should use standard encryption technology, such as AES256, Poly 1305 & ChaCha-20 or above to provide secure connectivity over any type of WAN link.	No change.
			The SD WAN should support streaming telemetry for real time monitoring and report purpose.	No change.
6	Clause 3 SDWAN Solution is preferred to be service-centric, session-oriented and Zero Trust Led for building context aware networks	6	SDWAN Solution is preferred to be service-centric, session/flow-oriented and Zero Trust Led for building context aware networks	No change.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Clause 5 The SDWAN Solution is preferred to be session aware, and session based with directionality information for application routing decisions	6	The SDWAN Solution is preferred to be session/flow aware, and session/flow based with directionality information for application routing decisions	No change.
	Clause 11 Should provide details of the bandwidth optimization with encryption and without encryption.	6	Please remove this clause	Already addressed above.
	Clause 23 The WAN path Selection at the branch locations should be based on applications/custom applications /URL/IP address and port with the near real time analytics of the WAN Links Capacity & Quality (Packet loss, Latency & Jitter) and should provide sub-second failover in case of link shift. Real-time applications like VoIP, Video Conference etc. should not be impacted due to link failure.	7	The WAN path Selection at the branch locations should be based on applications/custom applications /URL/IP address and port with the near real time analytics of Quality (Packet loss, Latency & Jitter) and should provide sub-second failover in case of link shift. Real-time applications like VoIP, Video Conference etc. should not be impacted due to link failure.	No change.
	Clause 26 The system architecture should be transport agnostic and should support MPLS, LL, ILL, BB, LTE and other transport with no limitations of physical WAN links connectivity	7	The system architecture should be transport agnostic and should support MPLS, LL, ILL, BB, LTE and other transport with support of 8 physical WAN links connectivity	Accepted

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Clause 27 The system architecture should allow to use the most preferred link based upon Link characteristics (Latency, Jitter, Packet loss, MOS score) for critical applications as defined in policy	7	The system architecture should allow to use the most preferred link based upon Link characteristics (Latency, Jitter, Packet loss) for critical applications as defined in policy	No change.
	Clause 28 The SD-WAN solution should be able to distribute the sessions across all the links to effective use and load balance of the links. There should be no limit on the number of WAN links in the solution.	7	The SD-WAN solution should be able to distribute the sessions/flows across all the links to effective use and load balance of the links.	Already addressed above.
	Clause 29 The SD-WAN solution must be able to apply Qos policies to all the traffic seen in network, including both optimized and non-optimized traffic flows, including TCP, UDP traffic types.	7	The SD-WAN solution must be able to apply Qos policies to all the traffic seen in network, including TCP, UDP traffic types.	Clause 29 is modified as - The SD-WAN solution must be able to apply Qos policies to all the traffic seen in network, including TCP, UDP traffic flows

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Clause 35 The system should be able to select the optimum path based on the network parameters like Latency, Jitter, packet loss, MOS value and based on the application the sessions should be distributed across all the links to ensure load balancing	8	The system should be able to select the optimum path based on the network parameters like Latency, Jitter, packet loss and based on the application the sessions/flows should be distributed across all the links to ensure load balancing	Already addressed above.
	Clause 49 SDWAN Solution is preferred to be intelligent to not to encrypt the traffic already encrypted like TLS/HTTPS etc.	8	Please remove this clause	No change.
	Clause 32 SD-WAN solution must support Hub-Spoke, Full-Mesh, Spoke-Hub-HubSpoke and Partial Mesh topologies. Any to Any Architecture without dependency on tunnels for overlay is preferred as this will avoid the overhead due to tunnel creation.	7	SD-WAN solution must support Hub-Spoke/Full-Mesh/Spoke-Hub-HubSpoke or Partial Mesh topologies. Any to Any Architecture without dependency on tunnels for overlay is preferred as this will avoid the overhead due to tunnel creation.	Already addressed above.
	Clause 34 The system should be able to retrieve the network information without any peering protocols like BGP, OSPF or any other routing protocol over WAN.	8	Not able to understand the requirement.	Network information need to be retrieved in Bidders/OEM's offered solution in their own way

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Clause 58 The SDWAN CPE for DC & DR should have min 6 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 500 Mbps, expandable up to 1 Gbps. It should have min 16 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Two CPE should be deployed in HA at DC and single CPE is to be deployed at DR. Necessary operating system, software, and licenses (if any) are to be included.	9	The SDWAN Devices for primary and secondary site should have min 6 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 500 Mbps. It should have min 8 GB RAM and 400 GB of SSD or any other type of storage; USB 2.0/3.0 port and 1GbE RJ-45 /usb/micro-usb based Console port. Two Devices should be deployed in HA /redundant-mode at DC and single Devices is to be deployed at DR. Necessary operating system, software, and licenses (if any) are to be included. The device should be ipv6 LOGO ready certified	As per RFP

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Clause 59 The SDWAN CPE for DC & DR should have min 6 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 100 Mbps, expandable up to 500 Mbps. It should have min 16 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Proposed CPE must have at least 1 X 3G/4G/LTE interface in Active/Backup mode. The device should have atleast 1 SIM slot.	9	The SDWAN Devices for remote offices should have min 10 interfaces out of which at least 4 should be WAN capable and out of the 4 WAN interfaces, atleast 1 should be fiber based interface, with license for Encrypted IMIX performance of 10 Mbps . It should have min 8 GB RAM and flash. USB 2.0/3.0 port and 1GbE RJ-45/ usb/micro-usb based Console port. Proposed Devices must have at least 1 X 3G/4G/LTE interface support in Active/Backup mode either natively or through an external device. The device should be ipv6 LOGO ready certified	As per RFP
	Clause 60 The SDWAN Controller for DC & DR should have min 4x1/10GE SFP+, 6 GE Copper. It should have min 64 GB RAM and SSD 256 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Necessary operating system, software, and licenses (if any) are to be included.	9	The SDWAN Controller for DC & DR should have min 4x1/10GE SFP+, 4 GE Copper. It should have min 64 GB RAM and SSD 256 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Necessary operating system, software, and licenses (if any) are to be included.	As per RFP
	Clause 66 The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering, DNS proxy and Zero-trust security architecture, etc. Necessary licenses are to be included from day1	10	The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering/ DNS proxy and Zero-trust security architecture, etc. Necessary licenses are to be included from day1	already addressed.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
7	1.4.0 Technical Specification of NGFW & SDWAN	4	Request for Changes: SDWAN Solution need to have Stateful Firewall, IPS/IDS, URL Filtering / Domain whitelisting or blacklisting feature. One set of devices shall be installed in every office of AEGCL in high available manner. The Contractor shall design the appropriate topology and deployment architecture in consultation with AEGCL.	Already addressed the requirement in RFP
	Minimum Technical Specification for SD-WAN Solution: Minimum Specifications -- Point 3	6	Request for Removal: As per RFP Technical Specifications Point 6, "All Component of SD WAN should be on premise meeting the end user requirements". Zero Trust is for cloud hosted and cloud managed devices and application access. Since all are on-premise this is not valid.	No Change
	Minimum Technical Specification for SD-WAN Solution: Management plane: - (Control Plane & Data Plane) -- Point 10	6	Request for Changes: The SDWAN Controller must be deployed in redundant mode between DC and DR location to provide true high availability.	Accepted

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: Management plane: - (Control Plane & Data Plane) -- Point 11	6	Reqeust for Change: Should provide details of the effective bandwidth utilization for load balencing of traffic at application level based on the quality of the link and QoS to have prirotization of Critical application traffic.	Already addressed above
	Minimum Technical Specification for SD-WAN Solution: Management plane: - (Control Plane & Data Plane) -- Point 12	6	Request for Changes: Management or Control plane should be centralized. Each VRF/Tenant must have seperate management / control, and data plane. So that traffic are not getting dropped.	Already adressed above
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 27	7	Request for Changes: The system architecture should allow to use the most preferred link based upon Link characteristics (Latency, Jitter, Packet loss, MOS score / alternate technology) for critical applications as defined in policy	Already addressed above
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 31	7	Request for Changes: SD-WAN solution should have capability to mitigate the effect of packet drop in underlay up to some extent for specific or all applications using Forward Error Correction or Packet Replication or alternate technology to improve end-user experience	No Change

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 33	7	SD-WAN solution should have intelligence to route/path-selection for Voice and video traffic based on MOS (mean opinion score) score or alternate methods	Already addressed in the RFP
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 40	8	Request for Clarification: Kindly share the multicast application used.	Multicast feature is required to address future applications
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 41	8	Request for Changes: Proposed solution must support traffic load balancer function and distribute the Application traffic via multiple links based on the policy.	Already addressed above
	Minimum Technical Specification for SD-WAN Solution: Security -- Point 43	8	Request for Removal: As per RFP Technical Specifications Point 6, "All Component of SD WAN should be on premise meeting the end user requirements". Zero Trust is for cloud hosted and cloud managed devices and application access. Since all are on-premise this is not valid.	Already addressed

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: Security -- Point 51	8	Request for Removal: DDoS Mitigation are done at the Service provider level or DDoS Cloud provider, which will prevent the last mile getting choked. SDWAN Edge devices will support DOS feature.	Already addressed
	Minimum Technical Specification for SD-WAN Solution: Security -- Point 52	8	Request for remove the clause: The FIPS-140-2 is US based compliance and doesn't applies for India. The Federal Information Processing Standard Publication 140-2, (FIPS PUB 140-2),[1][2] is a U.S. government computer security standard used to approve cryptographic modules. Ref: https://en.wikipedia.org/wiki/FIPS_140-2	Already addressed
	Minimum Technical Specification for SD-WAN Solution: Security -- Point 53	9	Request for remove the clause: PCI-DSS compliance is for Payment Card Industry Security Standards and doesn't applies for SDWAN Network.	Already addressed

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: SDWAN CPE Devices for Remote Sites - Physical specification & SDWAN License -- Point 59 (1)	9	Request for Clarifications / Changes: This Clause comes under Remote sites but mentioned under DC & DR. We have seperate point mentioned for DC & DR. The SDWAN CPE for DC & DR should have min 6 GE Copper with license for Encrypted IMIX performance of 100 Mbps, expandable up to 500 Mbps. It should have min 16 GB RAM and 120 GB of Storage and USB 2.0/3.0 port. Proposed CPE must have at least 1 X 3G/4G/LTE interface or USB interface to connect Dongle in Active/Backup mode.	No Change
	Minimum Technical Specification for SD-WAN Solution: SDWAN CPE Devices for Remote Sites - Physical specification & SDWAN License -- Point 59 (2)	9	Request for Changes: The SDWAN CPE for Remote Office should have min 4 GE Copper with license for Encrypted IMIX performance of 10 Mbps, expandable up to 10 Mbps for future scalability with license upgrade only. It should have min 8 GB RAM and 120 GB of Storage and USB 2.0/3.0 port. Proposed CPE must have at least 1 X 3G/4G/LTE interface or USB interface to connect Dongle in Active/Backup mode.	no Change

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: SDWAN Controller at DC & DR - Physical specification -- Point 60	9	Request for Changes: The SDWAN Controller for DC & DR should have min 2x1/10GE SFP+, 2 GE Copper. It should have min 64 GB RAM and SSD 256 GB of Storage and USB 3.0 port. Necessary operating system, software, and licenses (if any) are to be included.	This is minimum specification.
	Minimum Technical Specification for SD-WAN Solution: Functional Requirements of the SDWAN Solution -- Point 66	10	Request for Changes: The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering, etc. Necessary licenses are to be included from day-1	Already addressed above
	Format of Price Schedule -- S.No 1	36	Request for changes: SD-WAN Appliance at DC-DR in High Availibity mode with 3 Years, Warranty, Support Contract and Licensing Type 1	no Change
	Format of Price Schedule -- S.No 2	36	Request for Change: SD-WAN Appliance @ Branch with 3 Years, Warranty, Support Contract and Licensing - Type 2	no Change
	Format of Price Schedule -- S.No 3	36	Request for Change: SD-WAN Firewall Appliance @ very Small branch with 3 Years UTP Subscription, Warranty, Support Contract and Licensing, Type - 3	no Change

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Format of Price Schedule -- S.No 4	36	Request for Clarification / Changes: Kindly clarify whether the ERP application is planned to host in the Onprem DC and DR (or) in any public Cloud which will act as another DC & DR. Kindly clarify. If it existing DC & DR and if you are looking for internal firewall. Request to mention as Firewall seperately and not SDWAN Firewall. If it cloud based, mentioned as SDWAN Software license and confirm wether the VM space will be provided.	ERP to be in cloud. Already addresed above.
8	1.4.0 ELIGIBILITY CRITERIA	16	Make in India Preference	no Change
9	TIME EXTENSION(2 weeks)			No change.
10	The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering, DNS proxy and Zero-trust security architecture, etc. Necessary licenses are to be included from day 1	10	The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering, Anti-Bot, Anti-Virus, Application Control, DNS Security, Anti-Spam and Zero-trust security architecture, etc. Necessary licenses are to be included from day 1	This is minimum specification. Extra security features are welcome.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	All Component of SD WAN should be on premise meeting the end user requirements.	6	All Component of SD WAN should be on premise meeting the end user requirements.	no Change
	SD-WAN solution must support Hub-Spoke, Full- Mesh, Spoke-Hub-Hub Spoke and Partial Mesh topologies. Any to Any Architecture without dependency on tunnels for overlay is preferred as this will avoid the overhead due to tunnel creation.	7	SD-WAN solution must support Hub-Spoke, Full Mesh, Spoke-Hub-Hub Spoke and Partial Mesh topologies.	no Change
	Proposed solution capable and experience on large scale deployment with minimum 500 branch	8	Proposed solution capable and experience on large scale deployment with minimum 200 branch	no change
11	1.6.4: The Contractor shall be responsible for any configuration changes required in the existing equipment like router, switches, firewall, servers etc. to integrate the solution with the existing infrastructure	14	The Contractor shall be responsible for any configuration changes required in the existing equipment like router, switches, firewall, servers etc. to integrate the solution with the existing infrastructure	CISCO 1900 series at HQ.
	1.9.2	17	Bidders have to keep some branch devices in stock to maintain the SLA of replacing within 24 Hrs	Bidders choice. AEGCL is concerned about the SLA.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	1.10.0	18	The successful bidder shall have to complete the works within 150 (One Hundred Fifty Days) days from the date of contract commencement.	no change.
	1.4.0 Technical Specification of NGFW & SDWAN	4	Request for Changes: SDWAN Solution need to have Stateful Firewall, IPS/IDS, URL Filtering / Domain whitelisting or blacklisting feature. One set of devices shall be installed in every office of AEGCL in high available manner. The Contractor shall design the appropriate topology and deployment architecture in consultation with AEGCL.	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Minimum Specifications -- Point 3	6	Request for Removal: As per RFP Technical Specifications Point 6, "All Component of SD WAN should be on premise meeting the end user requirements". Zero Trust is for cloud hosted and cloud managed devices and application access. Since all are on-premise this is not valid.	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Management plane: - (Control Plane & Data Plane) -- Point 10	6	Request for Changes: The SDWAN Controller must be deployed in redundant mode between DC and DR location to provide true high availability.	already addressed above.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: Management plane: - (Control Plane & Data Plane) -- Point 11	6	Reqeust for Change: Should provide details of the effective bandwidth utilization for load balencing of traffic at application level based on the quality of the link and QoS to have prirotization of Critical application traffic.	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Management plane: - (Control Plane & Data Plane) -- Point 12	6	Request for Changes: Management or Control plane should be centralized. Each VRF/Tenant must have seperate management / control, and data plane. So that traffic are not getting dropped.	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 27	7	Request for Changes: The system architecture should allow to use the most preferred link based upon Link characteristics (Latency, Jitter, Packet loss, MOS score / alternate technology) for critical applications as defined in policy	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 31	7	Request for Changes: SD-WAN solution should have capability to mitigate the effect of packet drop in underlay up to some extent for specific or all applications using Forward Error Correction or Packet Replication or alternate technology to improve end-user experience	already addressed above.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 33	7	SD-WAN solution should have intelligence to route/path-selection for Voice and video traffic based on MOS (mean opinion score) score or alternate methods	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Architectural Specification -- Point 40	8	Request for Clarification: Kindly share the multicast application used.	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Security -- Point 43	8	Request for Removal: As per RFP Technical Specifications Point 6, "All Component of SD WAN should be on premise meeting the end user requirements". Zero Trust is for cloud hosted and cloud managed devices and application access. Since all are on-premise this is not valid.	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Security -- Point 51	8	Request for Removal: DDoS Mitigation are done at the Service provider level or DDoS Cloud provider, which will prevent the last mile getting choked. SDWAN Edge devices will support DOS feature.	already addressed above.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: Security -- Point 52	8	Request for remove the clause: The FIPS-140-2 is US based compliance and doesn't applies for India. The Federal Information Processing Standard Publication 140-2, (FIPS PUB 140-2),[1][2] is a U.S. government computer security standard used to approve cryptographic modules. Ref: https://en.wikipedia.org/wiki/FIPS_140-2	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Security -- Point 53	9	Request for remove the clause: PCI-DSS compliance is for Payment Card Industry Security Standards and doesn't applies for SDWAN Network.	The requirement is preferred.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: SDWAN CPE Devices for Remote Sites - Physical specification & SDWAN License -- Point 59 (1)	9	Request for Clarifications / Changes: This Clause comes under Remote sites but mentioned under DC & DR. We have seperate point mentioned for DC & DR. The SDWAN CPE for DC & DR should have min 6 GE Copper with license for Encrypted IMIX performance of 100 Mbps, expandable up to 500 Mbps. It should have min 16 GB RAM and 120 GB of Storage and USB 2.0/3.0 port. Proposed CPE must have at least 1 X 3G/4G/LTE interface or USB interface to connect Dongle in Active/Backup mode.	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: SDWAN CPE Devices for Remote Sites - Physical specification & SDWAN License -- Point 59 (2)	9	Request for Changes: The SDWAN CPE for Remote Office should have min 4 GE Copper with license for Encrypted IMIX performance of 10 Mbps, expandable up to 10 Mbps for future scalability with license upgrade only. It should have min 8 GB RAM and 120 GB of Storage and USB 2.0/3.0 port. Proposed CPE must have at least 1 X 3G/4G/LTE interface or USB interface to connect Dongle in Active/Backup mode.	already addressed above.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Minimum Technical Specification for SD-WAN Solution: SDWAN Controller at DC & DR - Physical specification -- Point 60	9	Request for Changes: The SDWAN Controller for DC & DR should have min 2x1/10GE SFP+, 2 GE Copper. It should have min 64 GB RAM and SSD 256 GB of Storage and USB 3.0 port. Necessary operating system, software, and licenses (if any) are to be included.	already addressed above.
	Minimum Technical Specification for SD-WAN Solution: Functional Requirements of the SDWAN Solution -- Point 66	10	Request for Changes: The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering, etc. Necessary licenses are to be included from day-1	already addressed above.
	3:SDWAN Solution is preferred to be service-centric, session-oriented and Zero Trust Led for building context aware networks	6	SDWAN Solution is preferred to be service-centric, session/flow-oriented and Zero Trust Led for building context aware networks	already addressed above.
	5: The SDWAN Solution is preferred to be session aware, and session based with directionality information for application routing decisions	6	The SDWAN Solution is preferred to be session/flow aware, and session/flow based with directionality information for application routing decisions	already addressed above.
	11:Should provide details of the bandwidth optimization with encryption and without encryption.	6	Please remove this clause	no change.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	23:The WAN path Selection at the branch locations should be based on applications/custom applications /URL/IP address and port with the near real time analytics of the WAN Links Capacity & Quality (Packet loss, Latency & Jitter) and should provide sub-second failover in case of link shift. Real-time applications like VoIP, Video Conference etc. should not be impacted due to link failure	7	The WAN path Selection at the branch locations should be based on applications/custom applications /URL/IP address and port with the near real time analytics of Quality (Packet loss, Latency & Jitter) and should provide sub-second failover in case of link shift. Real-time applications like VoIP, Video Conference etc. should not be impacted due to link failure.	already addressed above
	26: The system architecture should be transport agnostic and should support MPLS, LL, ILL, BB, LTE and other transport with no limitations of physical WAN links connectivity	7	The system architecture should be transport agnostic and should support MPLS, LL, ILL, BB, LTE and other transport with support of 8 physical WAN links connectivity	already addressed above
	27:The system architecture should allow to use the most preferred link based upon Link characteristics (Latency, Jitter, Packet loss, MOS score) for critical applications as defined in policy	7	The system architecture should allow to use the most preferred link based upon Link characteristics (Latency, Jitter, Packet loss) for critical applications as defined in policy	already addressed above

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	28:The SD-WAN solution should be able to distribute the sessions across all the links to effective use and load balance of the links. There should be no limit on the number of WAN links in the solution.	7	The SD-WAN solution should be able to distribute the sessions/flows across all the links to effective use and load balance of the links.	already addressed.
	29: The SD-WAN solution must be able to apply Qos policies to all the traffic seen in network, including both optimized and non-optimized traffic flows, including TCP, UDP traffic types.	7	The SD-WAN solution must be able to apply Qos policies to all the traffic seen in network, including TCP, UDP traffic types.	already addressed above.
	35:The system should be able to select the optimum path based on the network parameters like Latency, Jitter, packet loss, MOS value and based on the application the sessions should be distributed across all the links to ensure load balancing	7	The system should be able to select the optimum path based on the network parameters like Latency, Jitter, packet loss and based on the application the sessions/flows should be distributed across all the links to ensure load balancing	already addressed above.
	49.SDWAN Solution is preferred to be intelligent to not to encrypt the traffic already encrypted like TLS/HTTPS etc.	7	SDWAN Solution is preferred to be intelligent to not to encrypt the traffic already encrypted like TLS/HTTPS etc.	already addressed

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	32.SD-WAN solution must support Hub-Spoke, Full-Mesh, Spoke-Hub-Hub Spoke and Partial Mesh topologies. Any to Any Architecture without dependency on tunnels for overlay is preferred as this will avoid the overhead due to tunnel creation	7	SD-WAN solution must support Hub-Spoke/Full-Mesh/Spoke-Hub-HubSpoke or Partial Mesh topologies. Any to Any Architecture without dependency on tunnels for overlay is preferred as this will avoid the overhead due to tunnel creation.	already addressed.
	34.The system should be able to retrieve the network information without any peering protocols like BGP, OSPF or any other routing protocol over WAN.	8	The system should be able to retrieve the network information without any peering protocols like BGP, OSPF or any other routing protocol over WAN.	already addressed above
	58.The SDWAN CPE for DC & DR should have min 6 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 500 Mbps, expandable up to 1 Gbps. It should have min 16 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Two CPE should be deployed in HA at DC and single CPE is to be deployed at DR. Necessary operating system, software, and licenses (if any) are to be included.	8	The SDWAN Devices for primary and secondary site should have min 6 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 500 Mbps. It should have min 8 GB RAM and 400 GB of SSD or any other type of storage; USB 2.0/3.0 port and 1GbE RJ-45 /usb/micro-usb based Console port. Two Devices should be deployed in HA /redundant-mode at DC and single Devices is to be deployed at DR. Necessary operating system, software, and licenses (if any) are to be included. The device should be ipv6 LOGO ready certified	already addressed above

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	59.The SDWAN CPE for Remote Office should have min 4 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 10 Mbps, expandable up to 200 Mbps for future scalability with license upgrade only. It should have min 8 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Proposed CPE must have at least 1 X 3G/4G/LTE interface in Active/Backup mode. The device should have atleast 1 SIM slot	8	The SDWAN Devices for remote offices should have min 10 interfaces out of which at least 4 should be WAN capable and out of the 4 WAN interfaces, atleast 1 should be fiber based interface, with license for Encrypted IMIX performance of 10 Mbps . It should have min 8 GB RAM and flash. USB 2.0/3.0 port and 1GbE RJ-45/ usb/micro-usb based Console port. Proposed Devices must have at least 1 X 3G/4G/LTE interface support in Active/Backup mode either natively or through an external device. The device should be ipv6 LOGO ready certified	already addressed above
	60.The SDWAN Controller for DC & DR should have min 4x1/10GE SFP+, 6 GE Copper. It should have min 64 GB RAM and SSD 256 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Necessary operating system, software, and licenses (if any) are to be included.	9	The SDWAN Controller for DC & DR should have min 4x1/10GE SFP+, 4 GE Copper. It should have min 64 GB RAM and SSD 256 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Necessary operating system, software, and licenses (if any) are to be included.	already addressed above

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	66.The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering, DNS proxy and Zero-trust security architecture, etc. Necessary licenses are to be included from day 1	10	The system should support advance security features like: Intrusion Prevention System (IPS), URL Filtering/ DNS proxy and Zero-trust security architecture, etc. Necessary licenses are to be included from day1	already addressed above
12	Time Extension(2 weeks)			No Changes
13	2. The Bidder should have a minimum average annual turnover of More than Rs. 2 Crores in last three financial years.	19	In view of the scope of work and to promote competition amongst firms having the requisite organizational expertise we would request AEGCL to amend the clause as suggested below: The Bidder should have a minimum average annual turnover of More than Rs. 100 Crores in last three financial years.	No Changes

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	4. The Bidder should have technical expertise in networking and server related works, which includes installation, configuration, commissioning in the last 3 years.	19	During the FY 2020-21 our organization underwent an internal re-structuring exercise where in the Business Unit relevant for this RFP has been moved to a new company created as a wholly owned subsidiary of the main Parent Company. In view of the above we would request AEGCL to kindly consider the documentary evidence of the relevant projects delivered by both the Parent Company and the Subsidiary Company (Bidder) for eligibility criteria compliance. Please confirm the acceptance of our request.	No change.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	5. Bidder (single entity / any one of JV partner) must have experience of successfully executing/completing 'supply & commissioning of NGFW (Next Generation Firewall)' in at least 2 (two) locations and commissioning of associated networking components.	19	During the FY 2020-21 our organization underwent an internal re-structuring exercise where in the Business Unit relevant for this RFP has been moved to a new company created as a wholly owned subsidiary of the main Parent Company. In view of the above we would request AEGCL to kindly consider the documentary evidence of the relevant projects delivered by both the Parent Company and the Subsidiary Company (Bidder) for eligibility criteria compliance. Please confirm the acceptance of our request.	No change.
	9. The Bidder should have a support/Local office in Assam.	19	We understand that the office premise of the Group Company would be considered for eligibility criteria compliance.	ok.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	The successful bidder shall have to complete the works within 150 (One Hundred Fifty Days) days from the date of contract commencement.	18	Please refer the following section on page 43: 5.6.0 DELIVERY SCHEDULE 5.6.1. Contract completion period shall be counted from contract commencement date. Completion of the work shall be within 120 (One Hundred Twenty) days from Contract commencement. We understand that the delivery timeline is 150 days from the date of contract commencement. Please confirm our understanding.	The clause 5.6.1 is modified as 5.6.1. Contract completion period shall be counted from contract commencement date. Completion of the work shall be within 150 (One Hundred Twenty) days from Contract commencement.
	General		(1) We would request AEGCL to kindly share the current Network Diagram and the DC & DR locations. (2) Please note that if the DC and DR are in Cloud then Physical device may not be possible. AEGCL needs to provide the necessary VM as per sizing of the bidder.	SD WAN DC-DR shall be in Guwahati.
	General		Please share the current bandwidth at each location along with the bandwidth growth plan for the next 5 years..	As Per RFP

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	BOM	4.5	In BOM section there are Type 1 , Type 2, Type 3 and Type 4 . In the RFP we could not see the Technical Spec of the different Types of Routers	Please refer pg. 9.
	Time Schedule and Delivery Schedule	18 and 43	The dates mentioned are 150 days and 120 days. Considering dependency of SDWAN OEM and implementation challenges we would request AEGCL to extend the delivery and implentation schedule to 200 days	already addressed above.
	5.15.2. If the Contractor fails to attain Completion of the Works within the Time for Completion or any extension thereof under SCC Clause 5.14.0, the Contractor shall pay to the Purchaser liquidated damages at the rate of 1% (one percent) of the total Contract Price per week or part thereof delay. The aggregate amount of such liquidated damages shall in no event exceed 10% (ten percent) of the total contract price.	45 & 46	Request AEGCL to reduce the LD to " 0.5% of the undelivered materials ".	no change
	Hardware issue - 12 hours	18	Would request AEGCL to increase the timeline to 48 hrs for addressing the hardware related issues.	no change

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	> 98.50 to < 99.50 - 2.5 > 97.50 to < 98.50 - 5 > 96.50 to < 97.50 - 10 > 95.50 to < 96.50 - 15 > 95.00 to < 95.50 - 20 > 90.00 to < 95.00 - 25 < 90, - 100	17	Would request AEGCL to kindly reduce the penalty charges by 80% in each slab . Also please include a clause that if the equipment is damaged due to earthing / physical damage / upkeep / sudden surge in power etc then Bidder will not be held responsible.	no change
			We would request AEGCL to remove this activity from the SDWAN project.	
			(a) Please clarify the current implementation of Active Directory and domain services. (b) Please clarify how many users are connected on the AD and the count of domains.	No existing AD available at present
			(a) Please confirm if the solution have a need of Azure AD services which would support remote users to login. (b) Please share the approximate count of remote users that are required to connect.	Specification requirement mentioned in pg. no 12-13
	1.7.1. The Contractor must impart training to AEGCL's IT Personnel's to be nominated by AEGCL. The training duration for each batch shall preferably be for a minimum 2 (two) days.	15	The training days mentioned in the BOM and in section 1.7.0 are different. Please confirm the training days as 2 days training.	2 days training.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Tender submission end date and time: 12:00 Hrs 06/10/2023	25	Requesting the extension of bid submission date to 7.11.2023.	already addressed above.
	The SDWAN CPE for DC & DR should have min 6 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 500 Mbps, expandable up to 1 Gbps. It should have min 16 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Two CPE should be deployed in HA at DC and single CPE is to be deployed at DR. Necessary operating system, software, and licenses (if any) are to be included.	9	The SDWAN CPE for DC & DR should have min 6/4 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 500 Mbps, expandable up to 1 Gbps. It should have min 16 GB RAM and 120 GB of Storage; USB 2.0 / 3.0 port and 1GbE RJ-45 Console port. Two CPE should be deployed in HA at DC and single CPE is to be deployed at DR. Necessary operating system, software, and licenses (if any) are to be included. Device support additional NIC cards RJ45/SFP/E1/T1/ASL.	already addressed above.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	The SDWAN CPE for DC & DR should have min 6 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 100 Mbps, expandable up to 500 Mbps. It should have min 16 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Proposed CPE must have at least 1 X 3G/4G/LTE interface in Active/Backup mode. The device should have at least 1 SIM slot	9	The SDWAN CPE for DC & DR should have min 6 / 4 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 100 Mbps, expandable up to 500 Mbps. It should have min 16 GB RAM and 120 GB of Storage; USB 2.0 / 3.0 port and 1GbE RJ-45 Console port. Proposed CPE must have at least 1 X 3G/4G/LTE/5G interface in Active/Backup mode. The device should have at least 1 SIM slot	already addressed above.
	The SDWAN CPE for Remote Office should have min 4 GE Copper and 2 GE Fiber with license for Encrypted IMIX performance of 10 Mbps, expandable up to 200 Mbps for future scalability with license upgrade only. It should have min 8 GB RAM and 120 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Proposed CPE must have at least 1 X 3G/4G/LTE interface in Active/Backup mode. The device should have at least 1 SIM slot	9	The SDWAN CPE for Remote Office should have min 4 GE Copper and 2 GE Fiber / 4 GE Copper with license for Encrypted IMIX performance of 10 Mbps, expandable up to 200 Mbps for future scalability with license upgrade only. It should have min 8 GB RAM and 120 / 32 GB of Storage; USB 2.0 / 3.0 port and 1GbE RJ-45 Console port. Proposed CPE must have at least 1 X 3G/4G/LTE/5G interface in Active/Backup mode. The device should have at least 1 SIM slot	already addressed above.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	The SDWAN Controller for DC & DR should have min 4x1/10GE SFP+, 6 GE Copper. It should have min 64 GB RAM and SSD 256 GB of Storage; USB 3.0 port and 1GbE RJ-45 Console port. Necessary operating system, software, and licenses (if any) are to be included.	9	The SDWAN Controller for DC & DR should have min 4x1/10GE SFP+, 6 GE Copper. It should have min 64 GB RAM and SSD 256 GB of Storage; USB 2.0 / 3.0 port and 1GbE RJ-45 Console port. Necessary operating system, software, and licenses (if any) are to be included.	already addressed above.
	SD-WAN solution should have capability to mitigate the effect of packet drop in underlay up to some extent for specific or all applications using Forward Error Correction or Packet Replication to improve end-user experience	7	SD-WAN solution should have capability to mitigate the effect of packet drop in underlay up to some extent for specific or all applications using Forward Error Correction or Packet Replication to improve end-user experience. When a link is experiencing no loss, FEC and Packet Replication policies should get disabled automatically and there should be no overhead.	As per RFP
	The SD-WAN solution should be able to distribute the sessions across all the links to effective use and load balance of the links. There should be no limit on the number of WAN links in the solution	7	The SD-WAN solution should be able to distribute the sessions across all the links to effective use and load balance of the links. There should be no limit on the number of WAN links in the solution . Solution should support minimum of 15 WAN Links.	already addessed above.

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	To be Added		The hardware proposed for the solution must qualify under "Make in India" Public Procurement order published by Government of India. The OEM must submit the necessary certification for local content to qualify as Class-1 supplier.	no change
	To be Added		The solution should allow network service insertion & service chaining to expand the agility and utility of the network. The solution should have ability to do services chaining with external PNFs or hosted VNFs. The VNF capability should be available on any SD-WAN DC/DR devices.	no change
	To be Added		OEM should be as a Leader in Forrester Wave Zero Trust Edge Solution in the latest report	no change
	To be Added		The OEM Should be as a Leader in Magic Quadrant of the latest Gartner's report for Software Defined WAN Edge Infrastructure.	no change

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	4) Server for MS Windows Active Directory	12	Intel Xeon 3rd Gen 16 Core / 32 Thread Processor @ 2.4 Ghz base frequency Intel Xeon 3rd Generation is no longer available, It is now 4th Generation and with 2.5Ghz, please change to "Intel Xeon 4th Generation 16Core/32 Thread Processor @2.5GHz Base frequency"	The mentioned specification requirement is minimum. Bidder may offer higher specification.
	4) Server for MS Windows Active Directory	12	Minimum 64 GB (2 x 32 GB) DDR4 Upgradable up to 1TB Request to change it DDR5, the RAM frequency is DDR5 4800 MT/s	The mentioned specification requirement is minimum. Bidder may offer higher specification.
	4) Server for MS Windows Active Directory	12	Certified for latest Windows Server, RHEL, SUSE, Ubuntu Request to remove Ubuntu.	no change
	7) Misc. Items for Passive Works and Services for AEGCL (Across Assam)	14	2 Mtr. Cat 6 UTP Cable. It should be 24 AWG, LSZH Request to change to "2 Mtr. Cat 6 UTP Cable. It should be 23 AWG, LSZH with factory crimped RJ45 connectors"	The mentioned specification requirement is minimum. Bidder may offer higher specification.
	Rating - 600 VA	10 & 11	Please change to - 1 KVA/800W On-Line	no change
	Output Voltage Regulation - +/- 10% on mains mode, +/- 2% on battery mode	10 & 11	Please change to - +/- 1% on mains mode and battery mode	no change
	Output Frequency - (Same as input) on mains mode, 50 Hz + 0.5 Hz on battery mode	10 & 11	Please change to - 50 Hz + 0.5 Hz on mains mode and battery mode	no change

QUERY RESPONSE AGAINST BID NO: AEGCL/MD/IT/NGFW-SDWAN/08

Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Battery Type - Internal SMF batteries 1 no. 12V-9AH	10 & 11	Please change to - Internal SMF batteries 3 nos. x 12V x 7AH	no change
	Transfer Time: 2-6 milli seconds	10 & 11	Please change to - 0 milli seconds	no change
	Indicators - LED for backup mode, mains present, Fault	10 & 11	Please change to - LCD for backup mode, mains present, Fault	no change
	Technology: True On-Line Double Conversion UPS IGBT based & DSP controlled with Built In isolation Transformer.	11 & 12	Please change to - True On-Line Double Conversion UPS IGBT based & DSP controlled with Built In/external isolation Transformer.	no change
	Output Power Factor - 0.99	11 & 12	Please change to - 0.9	no change
	Battery bank details: 30 mins with 4320 VAH	11 & 12	Please change to - 30 mins with 4800 VAH	no change
14	Clause 1 Sr.No 27: The system architecture should allow to use the most preferred link based upon Link characteristics (Latency, Jitter, Packet loss, MOS score) for critical applications as defined in policy	7	The system should provide a mechanism to monitor the performance for Links based on latency, jitter, packet loss or based on MoS/ Equivalent score	already addessed above.
	Clause 1 Sr.No 28: The SD-WAN solution should be able to distribute the sessions across all the links to effective use and load balance of the links. There should be no limit on the number of WAN links in the solution.	7	There should be no limit on the number of WAN links in the solution	already addessed above.

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Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Clause 1 Sr.No 33: SD-WAN solution should have intelligence to route/path-selection for Voice and video traffic based on MOS (mean opinion score) score or similar	7	SD-WAN solution should have intelligence to route/path-selection for Voice and video traffic based on MOS or any equivalent mechanism	already addessed above.
	Clause 1 Sr.No 35: The system should be able to select the optimum path based on the network parameters like Latency, Jitter, packet loss, MOS value and based on the application the sessions should be distributed across all the links to ensure load balancing.	8	The system should be able to select the optimum path based on the network parameters like Latency, Jitter, packet loss, MOS value or any equivalent mechanism and based on the application the sessions should be distributed across all the links to ensure load balancing.	already addessed above.
	Clause 1 Sr.No 46: The Proposed SDWAN CPE solution should support URL filtering for local net b sessions.	8	The Proposed SDWAN CPE solution should support URL filtering for local net breakout sessions.	The Clause 1 Sl. no. 56 is modified as - The Proposed SDWAN CPE solution should support URL filtering for local net breakout sessions.
	Clause 1 Sr.No 50: SDWAN Solution is preferred to provide encryption of user traffic for enhanced security for each session separately with or without IPSEC.	8		
	Clause 1 Sr.No 52: Proposed solution is preferred to be FIPS140-2 compliant.	8		This is preferred.

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Sl No.	Existing Clause	Page No.	Change Requested	AEGCL Remarks/Response
	Clause 1 Sr.No 53: Proposed solution is preferred to be PCI-DSS compliant.	9		already addressed above.
15	1.4.0 ELIGIBILITY CRITERIA: 9.The Bidder should have a support/Local office in Assam	19	We hereby request you to kindly amend the clause as bidder should give the undertaking for establishing a support/local office in Assam within 30 days after being awarded of tender.	
16	1.4.0. ELIGIBILITY CRITERIA : Serial no 6 mentions SDWAN SOLUTION offered to 50 locations	19	Relaxation sought against this clause for allowing IT/WAN Solution offered instead of SDWAN.	No Changes
	1.4.0 ELIGIBILITY CRITERIA :Serial no 1 point (d) mentions Joint Venture	18	Clarification sought is if Consortium is allowed for participation in bid	not allowed.

Sd/-
CGM(PP&D),AEGCL